

How to Stop Webroot From Charging Your Credit Card?

Webroot offers a wide range of cybersecurity services that help to protect your system from potential threats. Its identity protection services monitor for any suspicious activity related to identity theft. However, there are times when users may not wish to continue with Webroot or face automatic charges.

If your account lacks sufficient funds, automatic charges may result in overdraft fees or declined transactions.

To avoid all these situations, you can stop Webroot from charging your credit card. By preventing these unwanted charges, you can avoid frustration and feel in control. Wondering how? Here, we explain a step-by-step guide on how to stop Webroot from charging your credit card.

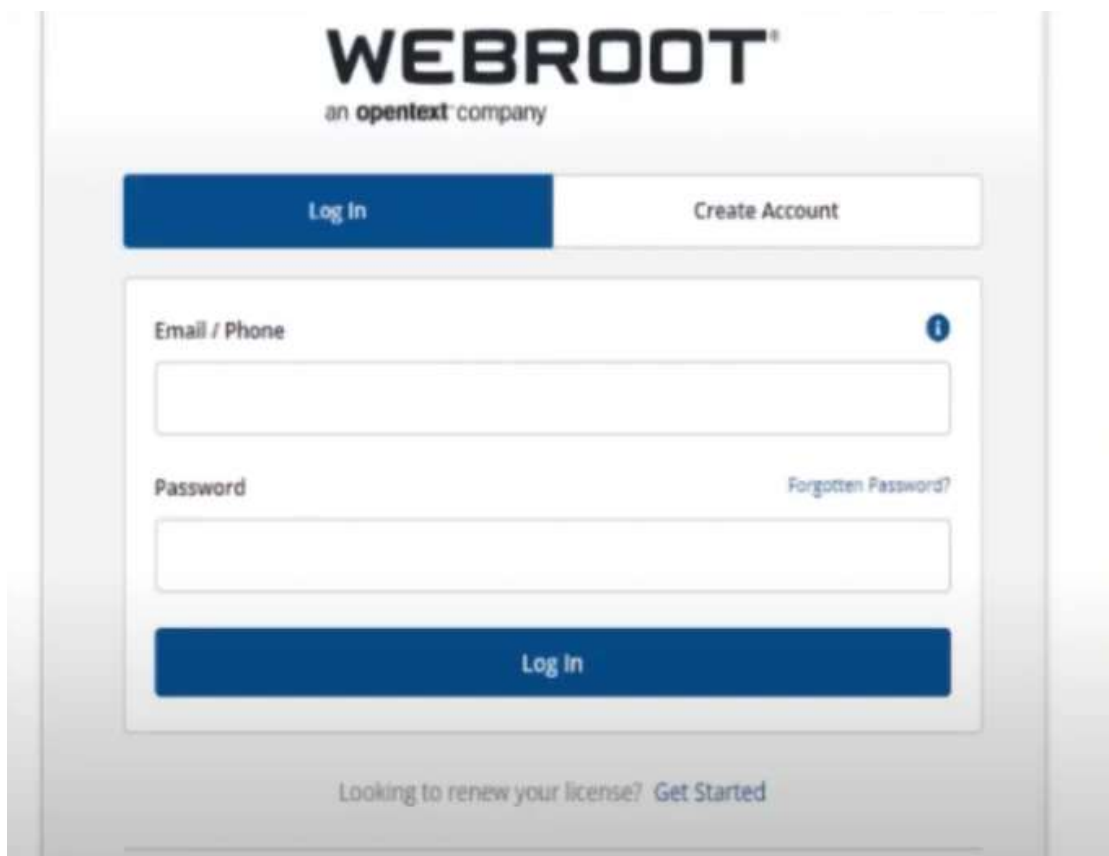
Potential Issues When Stopping Webroot From Charging Credit Card

When attempting to stop Webroot from charging your credit card, you may encounter the following problems:

- ❑ Billing portal access
- ❑ Double charges
- ❑ Scam emails
- ❑ Customer support



Solutions to Stop Webroot From Charging Your Credit Card

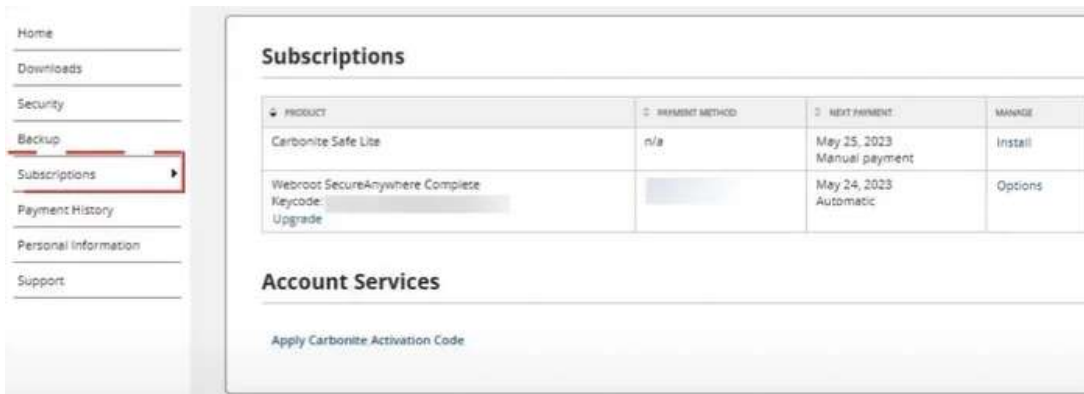
A screenshot of the Webroot login page. At the top, the Webroot logo is displayed with the tagline 'an openText company'. Below the logo, there are two buttons: 'Log In' (highlighted in blue) and 'Create Account'. Underneath these buttons is a login form with two input fields: 'Email / Phone' and 'Password'. To the right of the 'Password' field is a link that says 'Forgotten Password?'. Below the input fields is a large blue 'Log In' button. At the bottom of the page, there is a link that says 'Looking to renew your license? Get Started'.

Here are practical solutions that can help stop Webroot from charging your credit card:

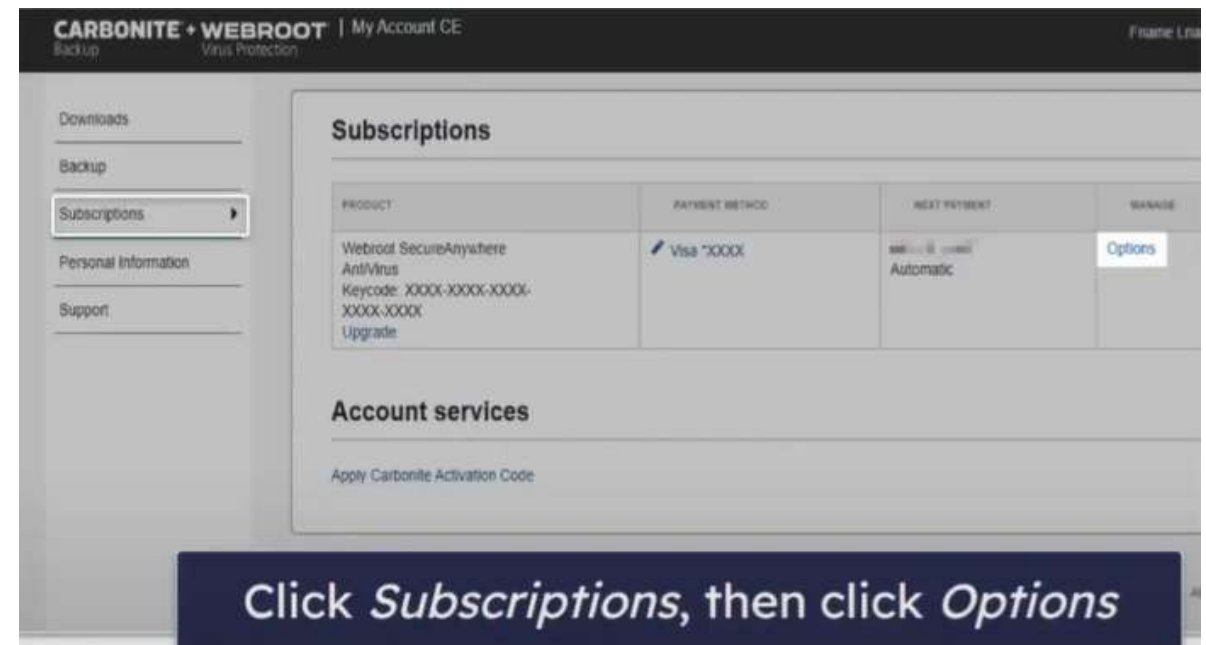
Solution 1: Deactivate Automatic Renewal

Step 1: First, sign into your Webroot account.

Step 2: Go to the Subscriptions tab.



Step 3: In the Subscriptions section, click Options under Manage.



Step 4: In the Manage Subscriptions Renewal window, copy the Keycode and follow the link.

MANAGE SUBSCRIPTION RENEWALS

Opt Out of Auto-Renewal

1) To opt out of auto-renewal, visit [this page](#).

2) You will need to enter your keycode on that page (included here for your convenience).

Keycode: [copy to clipboard](#)

To learn more about managing your Webroot subscription, search our [knowledge base](#).

Close

Step 5: Enter the Keycode in the box, check the box, and click Submit.

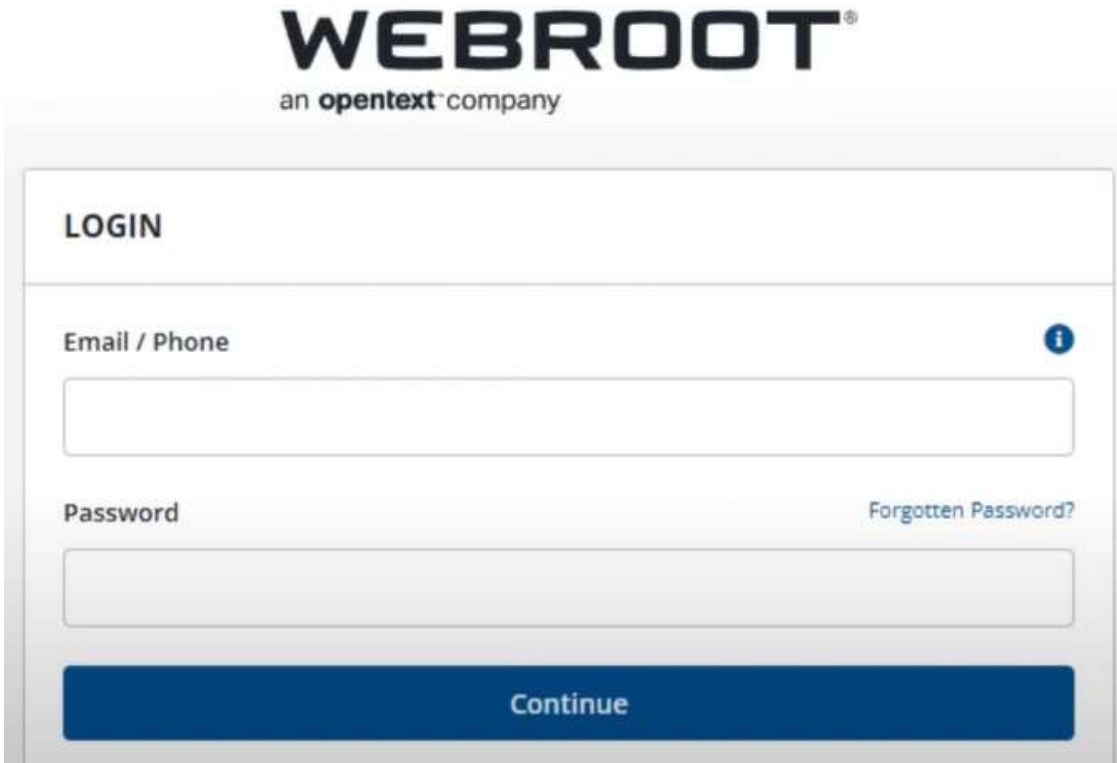
Enter Your Keycode

☐ Yes, please remove auto renewal from my subscription.

SUBMIT

Solution 2: Stop AutoPay

Step 1: Log into the Webroot Manage console.



WEBROOT®
an opentext company

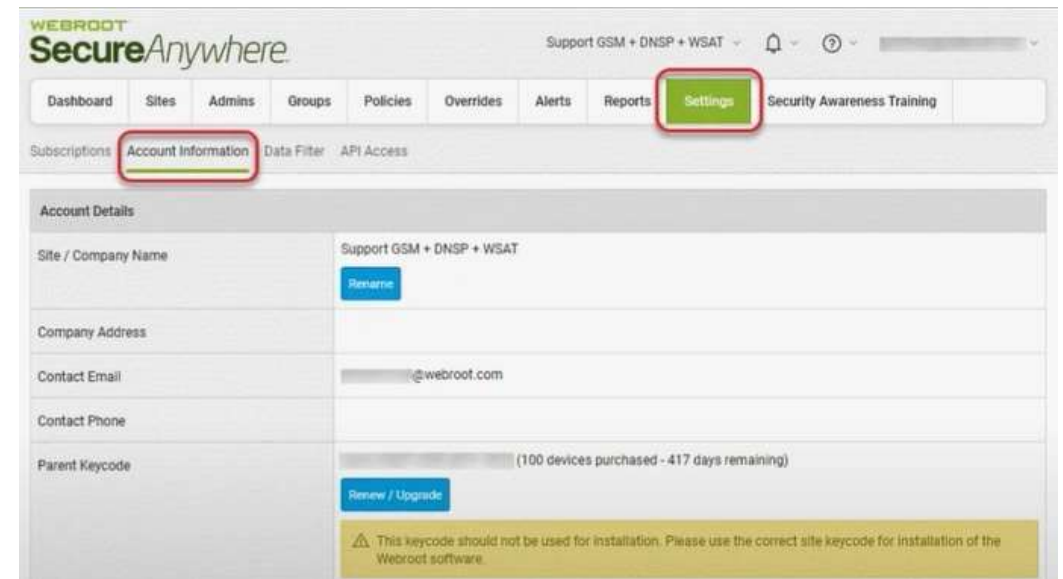
LOGIN

Email / Phone i

Password Forgotten Password?

Continue

Step 2: Select Settings in the top navigation bar, then go to the Account Information tab.



WEBROOT SecureAnywhere Support GSM + DNSP + WSAT Support GSM + DNSP + WSAT Support GSM + DNSP + WSAT Support GSM + DNSP + WSAT

Dashboard Sites Admins Groups Policies Overrides Alerts Reports **Settings** Security Awareness Training

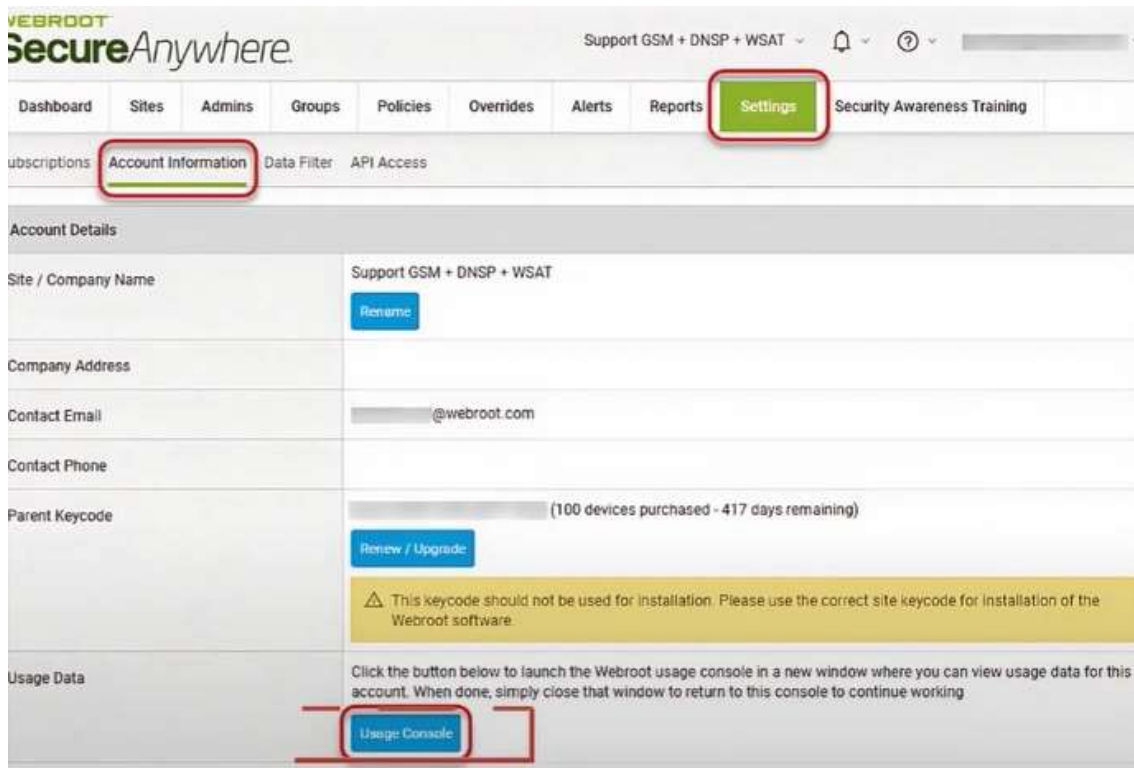
Subscriptions **Account Information** Data Filter API Access

Account Details

Site / Company Name	Support GSM + DNSP + WSAT Rename
Company Address	
Contact Email	@webroot.com
Contact Phone	
Parent Keycode	(100 devices purchased - 417 days remaining) Renew / Upgrade

⚠ This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software.

Step 3: Click the blue Usage Console button.



WEBROOT SecureAnywhere

Support GSM + DNSP + WSAT

Dashboard Sites Admins Groups Policies Overrides Alerts Reports **Settings** Security Awareness Training

Subscriptions **Account Information** Data Filter API Access

Account Details

Site / Company Name Support GSM + DNSP + WSAT [Rename](#)

Company Address

Contact Email @webroot.com

Contact Phone

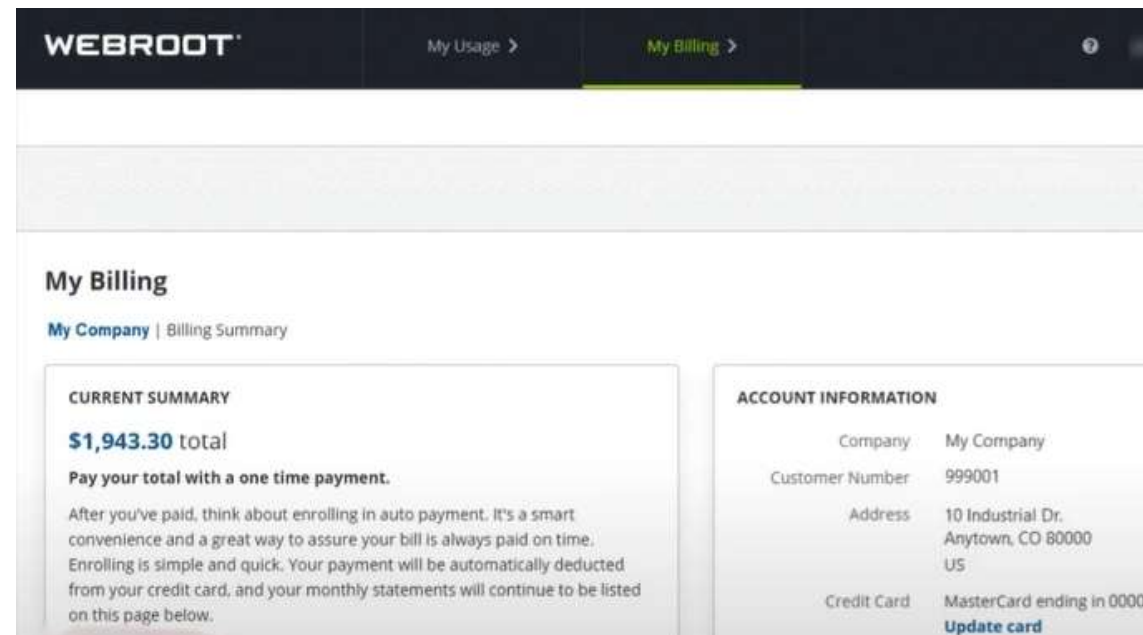
Parent Keycode (100 devices purchased - 417 days remaining) [Review / Upgrade](#)

⚠ This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software.

Usage Data Click the button below to launch the Webroot usage console in a new window where you can view usage data for this account. When done, simply close that window to return to this console to continue working.

[Usage Console](#)

Step 4: The My Billing portal will display the billing information.



WEBROOT

My Usage > **My Billing >**

My Billing

My Company | Billing Summary

CURRENT SUMMARY

\$1,943.30 total

Pay your total with a one time payment.

After you've paid, think about enrolling in auto payment. It's a smart convenience and a great way to assure your bill is always paid on time. Enrolling is simple and quick. Your payment will be automatically deducted from your credit card, and your monthly statements will continue to be listed on this page below.

ACCOUNT INFORMATION

Company	My Company
Customer Number	999001
Address	10 Industrial Dr. Anytown, CO 80000 US
Credit Card	MasterCard ending in 0000 Update card

Step 5: Click Stop AutoPay.

WEBROOT

My Usage >

My Billing >

My Billing

My Company | Billing Summary

CURRENT SUMMARY

\$6,177.98 total

You're enrolled in AutoPay

AutoPay will pay unpaid invoices and covers any future invoices with a credit card.

Future invoices will be paid as they are posted. You can change or update your card information, or you can choose to stop using AutoPay.

Stop AutoPay

One-time Payment

ACCOUNT INFORMATION

Company

My Company

Customer Number

999001

Address

10 Industrial Dr. Suite 400

Anytown, CO 80000

US

Credit Card

MasterCard ending in 0000

Update card

Payments

Payment History

Step 6: The new pop-up prompt will display further instructions on how to cancel AutoPay.

Stop using AutoPay

Email Webroot at

AccountsReceivable@webroot.com

or call Webroot in the United States at

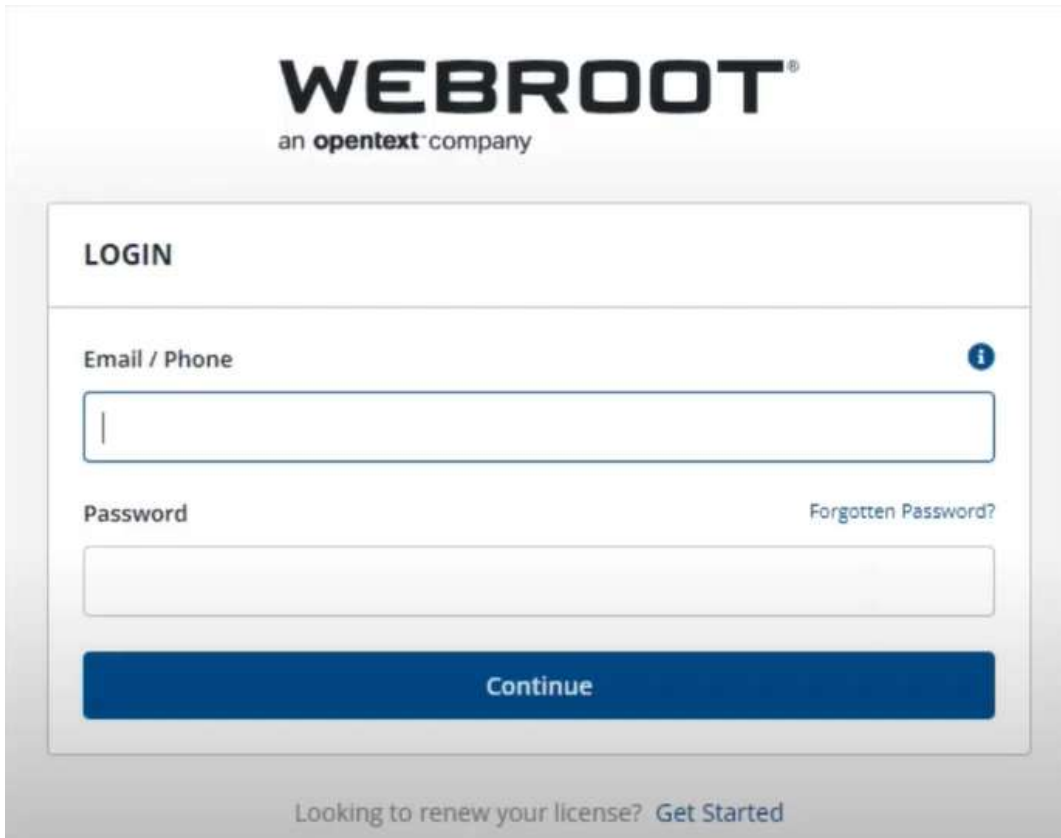
[+ 1 720-842-3296](tel:+17208423296)

to stop using AutoPay.

Close

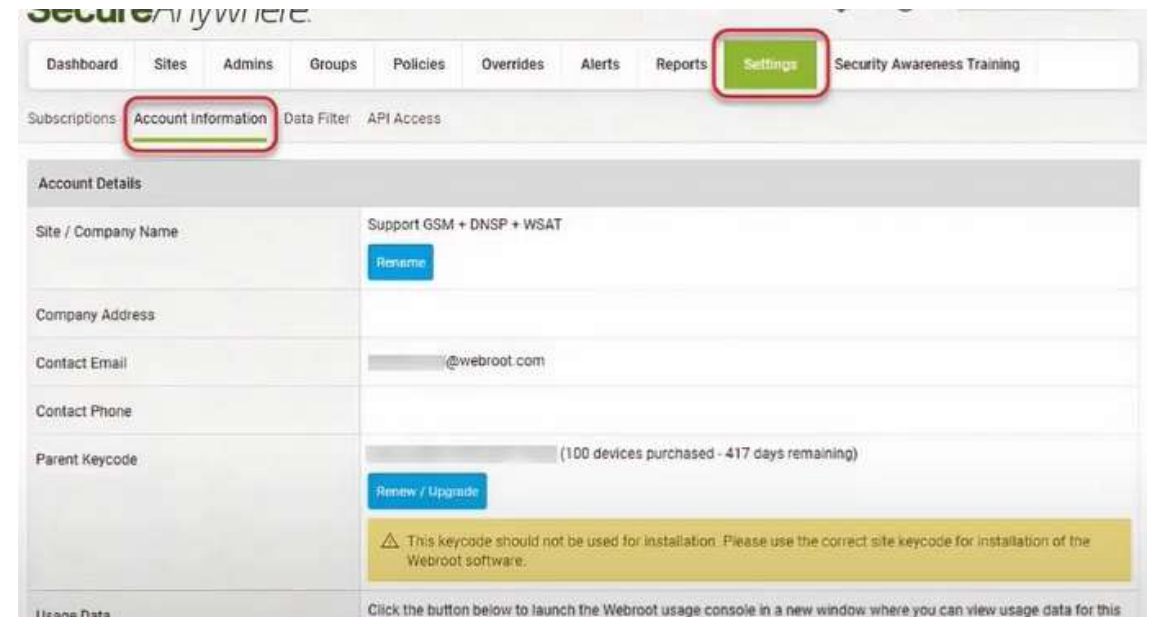
Solution 3: Change or Update Card Information

Step 1: First, sign into the Webroot Management console.



The image shows the Webroot login page. At the top, the Webroot logo is displayed with the tagline "an opentext company". Below the logo is a "LOGIN" section. It contains two input fields: "Email / Phone" and "Password". The "Email / Phone" field has a blue information icon to its right. Below the "Password" field is a link that says "Forgotten Password?". At the bottom of the login section is a large blue button labeled "Continue". Below the login section, there is a link that says "Looking to renew your license? Get Started".

Step 2: Select Settings in the top navigation bar, then go to the Account Information tab.



The image shows the Webroot Account Information page. At the top, there is a navigation bar with the following tabs: Dashboard, Sites, Admins, Groups, Policies, Overrides, Alerts, Reports, Settings, and Security Awareness Training. The "Settings" tab is highlighted with a red box. Below the navigation bar, there is a sub-navigation bar with the following tabs: Subscriptions, Account Information, Data Filter, and API Access. The "Account Information" tab is highlighted with a red box. Below the sub-navigation bar, there is a section titled "Account Details". It contains the following fields: Site / Company Name, Company Address, Contact Email, Contact Phone, and Parent Keycode. The "Site / Company Name" field has a "Rename" button next to it. The "Contact Email" field has a dropdown menu with "@webroot.com" selected. The "Parent Keycode" field has a "Renew / Upgrade" button next to it. Below the "Parent Keycode" field, there is a yellow warning box that says: "⚠ This keycode should not be used for installation. Please use the correct site keycode for installation of the Webroot software." At the bottom of the page, there is a link that says "Click the button below to launch the Webroot usage console in a new window where you can view usage data for this".

Step 3: Click the blue Usage Console button.

Site / Company Name	Support GSM + DNSP + WSAT Rename
Company Address	
Contact Email	_____@webroot.com
Contact Phone	
Parent Keycode	_____ (100 devices purchased - 417) Renew / Upgrade <div>⚠ This keycode should not be used for installation. Please contact Webroot software.</div>
Usage Data	Click the button below to launch the Webroot usage console account. When done, simply close that window to return to Usage Console

Step 4: Click Update Card in the Account Information section.

[My Usage >](#)
[My Billing >](#)
?

and covers any future invoices with a credit

ty are posted. You can change or update your use to stop using AutoPay.

[One-time Payment](#)

ACCOUNT INFORMATION

Company	My Company
Customer Number	999001
Address	10 Industrial Dr. Suite 400 Anytown, CO 80000 US
Credit Card	MasterCard ending in 0000 Update card
Payments	Payment History

Step 5: Fill in the new card details and click Save & Next.

My Billing

My Company | Credit Card

Save Credit Card

Card Number

Expiration Month Expiration Year

Card Verification Code

Cancel
Save & Next

Step 6: Fill in the Billing Address and click Register.

My Billing

My Company | Credit Card

Billing Address

Email Address

First Name Last Name

Address

Country City

State, Province, or Region Postal Code

Register
Back

Step 7: A confirmation message will be displayed once the new card information is updated.



Closure

Knowing that your Webroot subscription will not be renewed without your consent, you can feel less stressed. Ensure a seamless process by following the above-mentioned “how to stop Webroot from charging your credit card” steps. Address the potential problems that may occur along the way.

If you need any help stopping Webroot from charging your credit card, remember that you can always contact a professional for support.

CONTACT INFORMATION



<https://antivirustales.com/>



US +1-857-557-6826



UK +44-161-791-4591



info@antivirustales.com